



Careers

Family Resource Specialist

Department: Alternative Payment Program and California State Preschool Program
Location: Bonita and Kearny Mesa

Basic Function: Under general direction, the Family Resource Specialist will support and provide resource services to case management staff and families, and will serve as a liaison among families, case management, and community agencies.

Minimum Qualifications: Bachelor's degree in Social Work, Human Services, Child/Human Development, Family Marriage or related support field or any education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities necessary to fulfill the job responsibilities listed above.

Prefer two years of experience working with families providing resources and referrals; and knowledge of the Strengthening Families framework.

Must be able to build positive relationships with families; maintain respectful and professional work boundaries and code of conduct; must be able to effectively manage sensitive information. Must possess excellent communication & interpersonal skills to connect and assess the needs of families from different cultural and socioeconomic backgrounds; able to work independently and in a team environment.

Must be able to coordinate and schedule events; and possess excellent time management and organization skills. Proficiency in general office procedures using Microsoft Office product suite including Word, Excel, PowerPoint and Outlook; must have excellent writing skills and able to produce error-free work.

Must have reliable transportation, good DMV record and provide a valid California Driver's License with proof of auto insurance and registration; Background Check and Fingerprint Clearance required. Able to work a full-time including evenings and weekends based on the needs of the program as needed.

Bilingual (English/Spanish) preferred.

Essential Duties and Responsibilities:

1. Work collaboratively with case management staff and community agencies to assess and support the needs of children and families.
2. Provide information and/or refer clients to appropriate agencies in the community based on health or social service needs.
3. Work with families in developing individualized plans to achieve and maintain their personal, social, economic, and emotional stability.
4. Conduct follow-up procedures with families to ensure that their needs are met.
5. Ensure family services are provided and/or obtained in a timely manner.
6. Assist with developing, organizing, and conducting parent workshops and other activities that promote the Strengthening Families Five Protective Factors: parental resilience, knowledge of parenting and child development, concrete support in times of need, social connections, and social emotional competence of children.
7. Provide outreach and share information about CDA at community events with families and partnering agencies.
8. Participate in activities designed to ensure best practices and program quality.
9. Attend community meetings and/or events to expand external partnerships and learn about available resources to families as assigned.

10. Research relevant and current information about community agencies, resources, and services available to families.
11. Take active steps to promote and encourage parent participation and involvement in program and community events.
12. Assist with evaluating inventory of family resources in office lobbies.
13. Update information in Community Resource Guide.
14. Document information obtained through family contacts and services.
15. Complete reports and follow-up requested by the Family Resources Supervisor and Program Director.
16. Collect, monitor, and track identified family needs and interests in order to coordinate appropriate services.
17. May assist with special projects at the discretion of the Family Resources Supervisor.
18. Additional duties may be assigned.

ADDITIONAL DUTIES & RESPONSIBILITIES

1. Participate in on-site and off-site learning opportunities such as workshops, conferences, staff meetings and trainings.
2. May represent program and Agency at professional organizations and community events or meetings as needed.

Work Schedule: Full-time, Monday-Friday, 40 hours per week, typically 8:30am to 5:00pm. However, may require evening and weekend hours based on the needs of the program.

Salary: \$23.15 per hour; Non-Exempt

Benefits: Paid Holidays, Eligible for Medical, Dental, Vision; Sick and Vacation; Long Term Disability; Life Insurance; Retirement Plan and Profit Sharing Plan.

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